

## **The Tempe Way**



### **MISSION:**

To make Tempe the best place to live, work and play.

### **VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **SPECIALTY LICENSES COORDINATOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To receive, review and process a large variety of specialty business license and permit applications; to maintain accurate and updated records; to interpret applicable laws, ordinances, codes and policies relating to specialty business licenses and permits; to staff boards and commissions related to specialty licenses; to investigate and respond to complaints.

### **Supervision Received and Exercised:**

Receives direction from the License and Collections Supervisor.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Directs, oversees, and serves as Facilitator for the Massage Examiner's Board, the Downtown Vending Committee, and the Temporary Sports Paraphernalia Permit Task Force; prepare agendas and related documents and reports; assist in giving direction in decision making topics; compile final documents and reports for their review and approval.
- Receive, review, and process a wide variety of specialty business license and permit applications, including, but not limited to, liquor, special event liquor, after-hours, teen dancehall, off-track wagering, massage facility, massage therapist, bingo, secondhand dealer, cafe, pushcart, street entertainer, solicitor, mobile merchant, and temporary sports paraphernalia.
- Assist with writing new ordinances when new specialty business license types are implemented; establish office policies and processing procedures on new specialty business license types; design licenses and permits for new types.
- Interpret city ordinances; answer questions and provide information to the public;

## CITY OF TEMPE

### Specialty Licenses Coordinator (continued)

investigate and respond to complaints; recommend corrective action as necessary to resolve complaints.

- Establish and maintain specialty business license accounts in the Tax and License computer system; coordinate specialty business license accounts with the sales tax accounts; coordinate and monitor the application approval process with the appropriate city departments; assist the applicant in meeting code compliance with other city departments for approval purposes; prepare and issue licenses, decals, and identification cards at the appropriate time; follow-up on expired documents required for continued proper licensing.
- Post and retrieve related application notices for public hearing meetings; prepare staff summary reports for Council action; provide appropriate related information to Council members as needed; keep upper management informed of problems encountered with specific license applications.
- Work closely with applicants to ensure complete compliance with ordinance application requirements; address and explain thoroughly all inquiries as to the requirements and processing procedures to all specialty business licenses and permits; conduct on-site visits with various applicants of a potential business location and provide feedback as to compliance with city code and ordinances.
- Compose correspondence to applicants, licensees, and outside agencies as situations occur.
- Form and facilitate new task forces as needed to discuss potential new types of licenses.
- Facilitate discussion groups for purposes of clarification and agreement of licensing procedures that involve other city departmental staff; interact with other city department staff regarding code compliance and procedural requirements of applicants.
- Prepare and maintain office statistical reports on the growth of specialty business licenses; design and write special reports for unique information requests.
- Coordinate and handle the complete process of the annual renewal of all specialty business licenses.
- Attend State Liquor Hearings to testify on behalf of the City.
- Participate upon request in informational discussions to outside groups and agencies for educational purposes of city code requirements.
- Interact with outside agencies and other city and state government offices gathering and offering information.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible administrative program experience with heavy public contact, preferably in a licensing function.

**Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field.

**Licenses/Certifications:**

May require the possession of, or the ability to obtain, an appropriate, valid Arizona driver's license.

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 2010**

**Salary Range: 31**

**Compensation Plan: P40 / Regular**

**FLSA: Exempt**